



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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September 20, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **EL NIDO FAMILY CENTERS CONTRACT REVIEW – CAL-LEARN
CASE MANAGEMENT SERVICES**

We have completed a contract compliance review of El Nido Family Centers (El Nido or Agency), a Cal-Learn Case Management Service contractor. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

Background

The Department of Public Social Services (DPSS) contracts with El Nido, a non-profit, community based organization that assists teen parents in completing their high school education. The Agency's services include recruiting and enrolling eligible participants, identifying unmet supportive services needs, and providing ongoing counseling and monitoring of participants' progress in the program. The Agency also develops comprehensive case plans to assist participants in completing their high school education. The Agency is located in the Third District.

DPSS pays El Nido a fixed rate of \$161 per case per month. For Fiscal Year 2004-2005, DPSS paid the Agency approximately \$2.5 million.

Purpose/Methodology

The purpose of the review was to determine whether El Nido provided the services outlined in their Program Statement and County contract. We also evaluated the

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Agency's ability to achieve planned services and staffing levels. Our monitoring visit included a review of the Agency's billing statements, case files, time records and performance outcome measures. In addition, we interviewed the Agency's staff and program participants.

Results of Review

Generally, El Nido provided the services required by the County contract using the appropriate number of staff. In addition, El Nido staff met the qualifications required by the County contract. The program participants stated that the services they received from the Agency met their expectations. El Nido also met their performance outcome standards required per the County contract.

El Nido did not always meet with the participants on a quarterly basis as required by the County contract. Two (10%) of the 21 participants interviewed stated that El Nido did not meet with them during the third quarter of the Calendar Year 2004. In one instance, the participant's case file contained documentation with the participant's signature indicating that El Nido staff had met with the participant during the third quarter of 2004 (as required). However, the participant stated during our interview that she did not attend the quarterly meeting and that the signature on the documentation was not her signature. According to El Nido, the participant attended the meeting and the staff signed the plan for the participant. El Nido management needs to ensure that staff meet with the participants on a quarterly basis and obtain the participants' signature on the case plan.

The details of our contract compliance review are attached.

Review of Report

On July 20, 2005, we discussed our report with El Nido who concurred with our report. In their attached response, El Nido Family Centers' management indicates agreement with our report. We also notified DPSS of the results of our review.

We thank El Nido Family Centers for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Bryce Yokomizo, Director, Department of Public Social Services
Vicki Carnes, Associate Director, El Nido Family Centers
Public Information Office
Audit Committee

**COUNTYWIDE CONTRACT MONITORING DIVISION
CAL-LEARN CASE MANAGEMENT SERVICES
FISCAL YEAR 2004-2005
EL NIDO FAMILY CENTERS**

BILLED SERVICES/CLIENT VERIFICATION

Objective

Determine whether El Nido Family Centers (El Nido or Agency) provided the services billed in accordance with their County contract and the program participants actually received those services. In addition, determine the program participants' eligibility to receive program services.

Verification

We selected 10 program participant case files and reviewed the documentation contained in the case files to support the participants' eligibility for program services and the Agency's compliance with the County contract. We also interviewed 21 program participants. Our sample represents \$13,516 out of a total of \$731,980 that El Nido billed the Department of Public Social Services (DPSS) for July, August, September and October 2004.

Results

Generally, El Nido provided counseling services and appropriately identified the participants' unmet needs as required by the County contract. All 10 participant case files sampled contained documentation to support participants' eligibility for program services. In addition, the 21 participants interviewed stated that the services they received met their expectations.

El Nido did not always meet with the participants on a quarterly basis to discuss the participants' progress in completing their case plans as required by the County contract. Two (10%) of the 21 participants interviewed stated that El Nido did not meet with them during the third quarter of Calendar Year 2004. In one instance, the participant's case file contained documentation with the participant's signature indicating that El Nido staff had met with the participants during the third quarter of 2004 (as required). However, the participant stated during our interview that she did not attend the quarterly meeting and that the signature on the plan was not her signature. According to El Nido, the participant attended the meeting and the staff signed the plan for the participant. El Nido management needs to ensure that staff meet with the participants on a quarterly basis and obtain the participants' signature on the case plan.

Recommendations

El Nido management ensure that staff:

1. Meet with the participants on a quarterly basis.
2. Obtain the participants' signature on the case plan.

PERFORMANCE OUTCOME MEASURES**Objective**

Determine whether El Nido met the performance outcome standards required per the County contract. The acceptable outcome standards require that 55% of the participants are enrolled in school and 45% of the students provide a report card. In addition, 40% of the students must complete their high school education.

Verification

We reviewed El Nido's semi-annual and annual Performance Measure Reports for the period December 1, 2003 through November 30, 2004 to ensure the Agency's compliance with the County contract.

Results

El Nido met their performance outcome standards required per the County contract. For the review period, 69% of all participants were enrolled in school and 55% of all participants enrolled in school provided timely report cards. In addition, 41% of the participants in school completed their high school education.

Recommendation

There are no recommendations for this section.

SERVICE/STAFFING LEVELS**Objective**

Determine whether El Nido's actual service and staffing levels did not significantly vary from planned levels.

Verification

We reviewed invoices for July, August, September and October 2004 and compared them to the Agency's proposed service level for the same period. We also interviewed 20 of El Nido's staff and reviewed El Nido's employee roster.

Results

For July, August, September and October 2004, El Nido's reported service level averaged 1,137 participant cases per month. This represented a decrease of 30% from the budgeted participant service level per month of 1,600. The decrease was due to a reduction in the number of cases referred to the Agency by DPSS. For the same period, the Agency reduced their actual staffing level to 35 full time equivalent (FTE) staff which is 40% below the planned staffing level of 58 FTE staff. El Nido indicated that they monitor their staffing level to be consistent with the changes in the service level.

Recommendation

There are no recommendations for this section.

STAFFING QUALIFICATIONS**Objective**

Determine whether El Nido's staff met the qualifications for employment as requested by the County contract.

Verification

We reviewed the personnel files for six of the 20 program staff for documentation to confirm staff qualifications.

Results

Each staff reviewed met the required education and work experience qualifications. In addition, each staff met the bilingual requirement and received the appropriate background checks.

Recommendation

There are no recommendations for this section.

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EMBRACE LIFE NURTURE INDEPENDENCE DEVELOP OPPORTUNITY

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Executive Director

To reach our Family Centers in
Antelope Valley, Carson,
Compton, Pacoima, Santa
Monica, Mission Hills,
South Los Angeles
call 213-384-1600

August 22, 2005

J. Tyler McCauley
Los Angeles County Auditor-Controller
500 W Temple, Room 525
Los Angeles, CA 90012

Contract Review Response

Dear Mr. McCauley:

We have reviewed the report issued by your Department and are in general agreement with the findings and recommendations. We will be submitting a corrective action plan to the Department of Public Social Services within 30 days that details our efforts to implement the recommendations contained in the report.

Please call me if you have any questions at (818) 830-3646.

Sincerely,



Liz Herrera, LCSW
Executive Director

EL NIDO FAMILY CENTERS A UNITED WAY AGENCY
COUNSELING, EDUCATION & SERVICE COORDINATION FOR CHILDREN AND FAMILIES

